

SUPPORTER LIAISON OFFICER (SLO)

Job Description

Job Title: Volunteer Supporter Liaison Officer
Reporting to: SLO Manager
Location: Oakwell Stadium or Other

MAIN PURPOSE OF THE ROLE

Barnsley Football Club are proud to continue what was, upon inception, a pioneering partnership between the Club and its supporters, whilst also aiming to reach out to the extended and wider community of Barnsley.

In an effort to continue to close the gap between Club and fan base, back in 2015, we appointed four supporters in to the brand new Supporter Liaison Officer roles.

The aim was simple. We looked to build bridges and seek better engagement. Therefore, increasing growth and transparency. Fans are the lifeblood of any Club and it was felt that we needed to have constant communication with them on a regular basis, via the Supporter Liaison Officers.

As a voluntary role, the Supporter Liaison Officers (SLO) were to build and maintain dialogue/relationships between fans of the Club, and the Club itself.

RESPONSIBILITIES:

The post holders will be expected to:

- Develop a comprehensive understanding of all relevant matters affecting Club and Supporters (including, but not limited to: safety regulations, ticket and travel arrangements etc.)
- Gather feedback (formally and informally) from supporters, identifying key issues and communicating this back to the Club.
- Use various forms of communication to relay messages back to supporters.
- Establish, build and maintain relationships with SLO's at other clubs.

SUPPORT/BENEFITS:

The successful candidates will be given assistance to achieve their goals, such as:

- They will be given a club email address and working space at Oakwell as and when required.
- They will be invited to relevant management meetings at the Club.

- They will enjoy access to and support from key personnel within the Club.
- They will be given a guaranteed, complimentary seat for all Barnsley FC fixtures at Oakwell.
- Successful AWAY SLO's will receive complimentary away tickets and free club travel.
- Reasonable travel expenses for attendance at meetings associated with the role will be reimbursed by the Club.

PERSONAL SKILLS:

It is desirable but not essential that you will be a passionate, knowledgeable and outgoing Barnsley Football Club supporter, someone with a deep understanding of the Club, its heritage and history, who has their finger on the pulse when it comes to supporter sentiment.

A strong ability to communicate both face-to-face and online is essential, with a keen desire to work with and represent Barnsley Football Club. It would be ideal if candidates live within easy travelling distance of Oakwell.

Whilst this is a voluntary position, a great sense of pride in your work and the ability to work with senior management and key personnel is essential. You should have the following attributes:

- Friendly and polite manner
- Reliable and flexible
- Proactive
- A team player
- A good listener and willing to learn
- Assertive and motivated

SAFEGUARDING:

- Understands Health and Safety principles and practices and adheres to the Club's Safeguarding policy and practices.
- Supports equality and values diversity and recognizes people's rights in accordance with legislation, policies and procedures ensuring all legal obligations are met

PERSONAL DEVELOPMENT:

You will be expected to seek way of updating and improving your personal skills, knowledge and understanding relevant to your own role.

You should not refuse to undertake work which is not specified in this Job description. The post holder will be required to observe Club policies and procedures, and to maintain confidentiality regarding all information processed.

Applications for the post(s) should be submitted in writing to: SLO Manager, Barnsley Football Club, Oakwell, Grove Street, Barnsley, S71 1ET.

Alternatively you can email: reception@barnsleyfc.co.uk